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COMMONWEALTH OF VIRGINIA, ex rel.

STATE CORPORATION COMMISSION

CASE NO. PUC000035

**Ex Parte: In the matter of third-party
testing of Operation Support Systems
for Bell Atlantic-Virginia, Inc.**

**Project Leader Ruling Seeking Comments On
Verizon's Request Regarding Metric OR-10**

March 5, 2001

On February 17, 2000, the Commission established this proceeding to conduct third-party testing of the operation support systems ("OSS") for Bell Atlantic-Virginia, Inc., now Verizon-Virginia, Inc. ("Verizon"). Pursuant to the Commission's directives, on May 31, 2000, the Project Leader adopted a Master Test Plan. The Project Leader revised the Master Test Plan on November 28, 2000.

On February 16, 2001, Verizon requested elimination of Metric OR-10 Lost Order Trouble Tickets because of the difficulty in reporting this metric. According to Verizon:

OR-10 relies on trouble tickets with a lost order status as the source of non-conformance. Unfortunately, this reliance makes the metric both unreliable and highly difficult to compute.

Therefore, this ruling seeks comments from interested persons concerning Verizon's requested modification. This ruling will be mailed and e-mailed to all persons that have indicated an interest in participating in Case No. PUC000035. The names of these persons and their e-mail addresses are included on the attached service list. For those persons who wish to review Verizon's request and have not expressed an interest in participating in this case, a copy of this ruling and Verizon's request is available on the Commission's website at www.state.va.us/scc/division/puc/oss.htm. Copies may also be obtained directly from the Commission's Project Leader, Alexander Skirpan (804-371-9082). Accordingly,

IT IS DIRECTED that interested persons may file any comments on Verizon's request to eliminate Metric OR-10 with the Clerk of the Commission in writing, in an original and one copy, within fifteen days from the date hereof. The mailing address to which any such filing must be sent is Document Control Center, P.O. Box 2118, Richmond, Virginia 23218. Interested persons also may file an electronic copy of their comments with the Commission's Project Leader, via e-mail, at askirpan@scc.state.va.us. Any interested person filing comments shall attach a certificate to the foot of such document certifying that copies have been mailed, delivered, or sent via e-mail to all other interested persons listed below.

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Hearing Examiner/Project Leader